

***User conditions of the toll company
for the toll in Italy***

User conditions

The user of EETS/IEM SN (European Electronic Toll Service / Interoperable Electronic Toll Service for Heavy Goods Vehicles) who would like to use the service on the motorway must:

- Check that he has **correctly activated** the service with a certified provider;
- Have received from the selected provider a **certified OBU** that is permitted for the electronic collection of toll fees within the terms of EETS/IEM SN;
- Check before the journey that the section of motorway to be driven is approved for EETS/IEM SN;
- Use the **driving lanes** reserved for EETS/IEM SN and **appropriately designated** with the logo shown in Figure 1. The following logo is being used as a trial and could be subject to modifications in the future if circumstances require.

Figure 1 SET (EETS) logo



These lanes may be reserved exclusively for electronic toll collection or be configured in such a way that not only the electronic payment process but also various other payment methods (e.g. cash and/or cards) can be used. Should this be the case, the user can control how his journey is handled at the location by requesting help; if this is not the case, he can turn to the concessionaire responsible for the motorway exit point to solve the problem.

If the system is not working, the user must stop and **request help** in the manner shown below, **without stepping out of the vehicle**.

It is deemed to be agreed that the user shall be liable for every anomaly resulting from his actions in this situation.

There are currently two toll systems:

- The user is recommended never to use more than one device for electronic toll collection at any time in his vehicle, otherwise it could lead to malfunctions that are not fully foreseeable in advance. This applies irrespective of whether the devices are for EETS/IEM SN or Telepass etc. Closed system: the defining feature of a closed system is that the journey involves passing through two stations with driving lanes that are reserved for various toll collection systems, with one entry station and one exit station, at which the toll is collected.
- Semi-closed system: the defining feature of a semi-closed system is that only a single toll station with appropriately designated driving lanes is passed through.

Vehicle movements in a closed system

Access onto the motorway

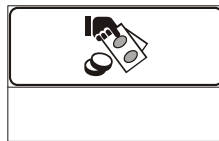
The user must drive on the **appropriately designated driving lanes** reserved for the EETS/IEM SN.

In all cases in which it is not possible to pass through the toll station as intended, the user must draw a toll ticket. In particular:

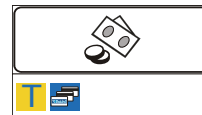
- i. If the infrastructure in the entry station designated by the EETS/IEM SN logo cannot be used, the user must deviate from the specified procedure and drive on another lane and draw a toll ticket.
- ii. If the light is red and/or the barrier is not raised on the access onto the motorway on the lane approved for EETS/IEM SN, the driver must stop and draw a toll ticket if this is possible; otherwise he must press the help button on the post and request help.

In the two cases described, the toll ticket must be used to process the toll when leaving the motorway: There are several ways of doing this:

1. Manual lanes that are appropriately signed and at which payment with cash or approved cards is accepted:



2. Automatic lanes that are appropriately signed and at which payment with cash and/or approved cards is accepted:



3. Lanes that are reserved for EETS/IEM SN and equipped with a ticket dispensing machine, if available.

Exit from the motorway

- If the light is red and/or the barrier is not raised when exiting the motorway on a lane approved for EETS/IEM SN, the driver must stop and press the help button on the post to request help. Depending on the circumstances of each case, the control room personnel may handle the journey as follows:

Case A – valid device

Registration of the entry station indicated by the customer and the vehicle registration number (licence plate). After these checks have been carried out, the fee can be confirmed by the indicated station or the amount calculated based on the most distant entry station.

Case B – device not valid/ not recognised

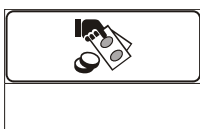
Registration of the most distant entry station and the vehicle registration number. The concessionaire will initiate the credit recovery procedure; the customer has the right to prove the actual station at which the motorway was joined with payment of the corresponding toll fee.

In cases in which a ticket was drawn at the entry to the motorway, the transaction must be completed on exit from the motorway in the following manner:

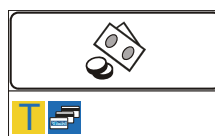
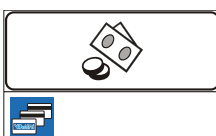
- On SET/SIT-MP lanes that are equipped with the appropriately designated ticket acceptors, the journey is automatically processed by charging a SET/SIT-MP (European Electronic Toll Service / Interoperable Electronic Toll Service for Heavy Goods Vehicles) fee.

If there is no automatic lane as described above at the toll station, passing through the station in the case of the following motorway types can be done with the drawn ticket and completed by payment using one of the described methods:

- On manual lanes that are designated with the following sign and at which payment with cash or approved cards is accepted.



- Automatic lanes that are designated with the appropriate signs and at which payment with cash and/or approved cards is accepted:



Vehicle movements in a semi-closed system

- If the light is red and/or the barrier is not raised when passing through stations on a lane approved exclusively for EETS/IEM SN, the driver must stop and press the help button on the post to request help. In this case, the concessionaire will initiate the credit recovery procedure. For passing through stations on all other motorway types, payment may be made by the options provided (cash and/or approved cards).

SPECIMEN OF A DOCUMENT RELATING TO OUTSTANDING PAYMENT SPECIMEN OF A TOLL TICKET

